

## Message Text

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42

ACTION EUR-12

INFO OCT-01 ISO-00 OC-05 CCO-00 A-01 SS-15 /034 W

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R 081532Z JUL 75

FM AMEMBASSY PRAGUE

TO SECSTATE WASHDC 8395

INFO AMEMBASSY BONN

UNCLAS PRAGUE 1659

E.O. 11652: N/A

TAGS: AFSP, ACOM, CZ

SUBJECT: TELEPHONE MAINTENANCE

DEPARTMENT FOR EUR/EX

REF: BONN 10354

1. AS EUR/EX IS AWARE, WE HAVE HAD A LOT OF GRIEF WITH OUR TELEPHONE SYSTEM OVER THE YEARS. WHEN THE REGIONAL TECHNICIAN WAS HERE IN EARLY FEBRUARY, HE TOLD US THAT MAINTENANCE QUARTERLY WAS ESSENTIAL IN PRAGUE IN VIEW OF OUR TROUBLESOME EQUIPMENT. ON JUNE 13 (PRAGUE 1416 TO BONN) WE REMINDED BONN OF NEED FOR MAINTENANCE, AND WERE TOLD (BONN 9820) THAT THE VISIT COULD NOT BE ARRANGED UNTIL LATE JULY. WE REPLIED (PRAGUE 1549) URGING QUARTERLY MAINTENANCE, AND SAYING: "WE DO NOT WANT A REPETITION OF OUR LAST SYSTEM CRISIS." BONN'S REPLY TO THIS (REFTEL) WAS A VERY FIRM PUT-DOWN.

2. OVER THE PAST WEEKEND AND HOLIDAY AMBASSADOR SHERER WAS HERE, AND MRS. SHERER REMAINED WHEN HE RETURNED TO GENEVA JULY 7. CSCE IS AT A CRITICAL JUNCTURE, AND IT WAS ESSENTIAL THAT THE AMBASSADOR BE IN TOUCH WITH GENEVA CONSTANTLY. ON JULY 4, ALL OF THE RESIDENCE PHONES WENT COMPLETELY OUT. THE AMBASSADOR COULD CALL OUT, BUT NO BELLS RANG WHEN CALLS CAME IN. SINCE IT IS OFTEN IMPOSSIBLE TO PLACE CALLS WESTWARD TO CSCE, THE AMBASSADOR WAS TO ALL PRACTICAL PURPOSES INCOMMUNICADO. AND THE DEPARTMENT MAY IMAGINE

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POSES INCOMMUNICADO; AND THE DEPARTMENT MAY IMAGINE

THE EMBARRASSMENT AND THE DIFFICULTIES THAT ENSUED  
FOR ALL CONCERNED. WE ARE TRYING TO GET A NEW DIRECT  
LINE RUN INTO THE RESIDENCE, BUT WE HAVE NO WAY  
OF REPAIRING THE PROBLEM WITH THE PRESENT PHONES  
(SEE SEPTTEL TO BONN).

3. FRANKLY, AS FAR AS THE EMBASSY IS CONCERNED, WE  
ARE ABOUT AT THE END OF OUR TETHER ON TELEPHONES.  
SEVERAL TEAMS OF INSPECTORS HAVE RECOMMENDED A NEW  
SYSTEM, FOR WHICH MONEY IS NOT AVAILABLE; THEN BONN  
SAYS QUARTERLY MAINTENANCE IS ESSENTIAL, BUT TELLS US  
IT CANNOT PERFORM IT. WHEN THE AMBASSADOR NEEDS THE  
PHONES AT A CRITICAL JUNCTURE, THEY DO NOT WORK AT  
ALL. WE ARE STILL IN THE MIDDLE OF THIS SITUATION  
AND DO NOT REALLY SEE ANY WAY OUT. YOU MAY CONSIDER  
THIS AN S.O.S.  
PERRY

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## Message Attributes

**Automatic Decaptioning:** X  
**Capture Date:** 01 JAN 1994  
**Channel Indicators:** n/a  
**Current Classification:** UNCLASSIFIED  
**Concepts:** n/a  
**Control Number:** n/a  
**Copy:** SINGLE  
**Draft Date:** 08 JUL 1975  
**Decaption Date:** 01 JAN 1960  
**Decaption Note:**  
**Disposition Action:** n/a  
**Disposition Approved on Date:**  
**Disposition Authority:** n/a  
**Disposition Case Number:** n/a  
**Disposition Comment:**  
**Disposition Date:** 01 JAN 1960  
**Disposition Event:**  
**Disposition History:** n/a  
**Disposition Reason:**  
**Disposition Remarks:**  
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**Enclosure:** n/a  
**Executive Order:** N/A  
**Errors:** N/A  
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**Original Handling Restrictions:** n/a  
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**Page Count:** 2  
**Previous Channel Indicators:** n/a  
**Previous Classification:** n/a  
**Previous Handling Restrictions:** n/a  
**Reference:** 75 BONN 10354  
**Review Action:** RELEASED, APPROVED  
**Review Authority:** hartledg  
**Review Comment:** n/a  
**Review Content Flags:**  
**Review Date:** 04 DEC 2002  
**Review Event:**  
**Review Exemptions:** n/a  
**Review History:** RELEASED <04 DEC 2002 by ThomasVJ>; APPROVED <22 MAR 2004 by hartledg>  
**Review Markings:**

Margaret P. Grafeld  
Declassified/Released  
US Department of State  
EO Systematic Review  
06 JUL 2006

**Review Media Identifier:**  
**Review Referrals:** n/a  
**Review Release Date:** n/a  
**Review Release Event:** n/a  
**Review Transfer Date:**  
**Review Withdrawn Fields:** n/a  
**Secure:** OPEN  
**Status:** NATIVE  
**Subject:** TELEPHONE MAINTENANCE DEPARTMENT FOR EUR/EX  
**TAGS:** AFSP, ACOM, CZ  
**To:** STATE  
**Type:** TE  
**Markings:** Margaret P. Grafeld Declassified/Released US Department of State EO Systematic Review 06 JUL 2006